

MISSOURI VETERANS COMMISSION



Annual Report
Fiscal Year
July 1, 2004 - June 30, 2005

State of Missouri
Department of Public Safety

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“To honor and serve the veterans whose dedication and sacrifices have preserved our nation and its freedoms.”

Matt Blunt
Governor



Ronald L. Taylor
Executive Director

MISSOURI VETERANS COMMISSION

205 Jefferson Street, P.O. Drawer 147, Jefferson City, MO 65102-0147
Telephone: (573) 751-3779 www.mvc.dps.mo.gov FAX: (573) 751-6836

FY2005 was a year of success for the Missouri Veterans Commission - both for its existing programs and its new initiatives. The seven Missouri Veterans Homes continued to establish themselves as a national leader for veteran's long-term care. During the fiscal year all seven Veterans Homes completed the annual U.S. Department of Veterans Affairs inspections with zero deficiencies. The Service to Veterans Program continued its aggressive outreach program by participating in thirteen Veterans Benefits Supermarkets during the fiscal year. As a result of this and related activities thousands of additional veterans began to receive the benefits for which they were eligible.

The four operating Veterans Cemeteries continued to provide the services and the honor to which the veterans are entitled and planning continued for a fifth cemetery in the Ft. Leonard Wood area. The Veterans Ombudsman provided a critical service to those personnel – especially Guard and Reserves – who suffered hardship due to their call to serve their country on active duty.

The Commission and its staff looks forward to continuing to provide the highest quality service possible in the upcoming year.

A handwritten signature in black ink, appearing to read "Ronald L. Taylor".



Commission Members

Emmett W. Fairfax, Chairman
Carson Ross, Vice Chairman
Bernadette A. Miller, Member
Joseph J. Frank, Member
Brig Gen (R) Arvid E. West, Jr., Member

Sedalia
Blue Springs
Springfield
Sunset Hills
Jefferson City

Commission Executive Staff

Ronald Taylor	Executive Director
Hal Dulle	Deputy Director
Jill Talken	Executive Secretary
Stan Baughn	Director of Veterans Benefits Awareness
Anne Payne	Superintendent of Homes
Stan Smith	Assistant Superintendent of Homes
Kim Harris	Director of Homes Operations
Kim Cleeton	Quality Management Nurse Specialist
Jess Rasmussen	Lead Cemetery Director
Albert Bray	Director of Purchasing
Pat Kerr	Veterans Ombudsman
Tim Norton	Director of Planning and Property Management



Locations and Contacts



Commission Headquarters

Missouri Veterans Commission
205 Jefferson Street
P.O. Drawer 147
Jefferson City, MO 65102
Phone: 573-751-3779 Fax: 573-751-6836
www.mvc.dps.mo.gov

Service to Veterans Program

Northeast Region

Jim Hurst, Supervisor
1500 Vandiver Drive, Suite 107
Columbia, MO 65202
Phone: 573-882-5135

Northwest Region

John Burgess, Supervisor
Missouri State Office Building
525 Jules, Room 320
St. Joseph, MO 64501
Phone: 816-387-2841

Southeast Region

Bill Palmer, Supervisor
2400 Veterans Memorial Drive
Cape Girardeau, MO 63701
Phone: 573-290-5752

St. Louis Region

Bob Harvey, Supervisor
VA Regional Office
400 South 18th Street
St. Louis, MO 63103-2271
Phone: 314-589-9885

Southwest Region

Clayton Cooper, Supervisor
149 Park Central, Room 252
Box 451
Springfield, MO 65806
Phone: 417-895-6532

Veterans Home Program

Cameron Home

Bryan Hunt, Administrator
1111 Euclid
Cameron, MO 64429
Phone: 816-632-6010
Fax: 816-632-1361

Cape Girardeau Home

Jan Rau, Administrator
2400 Veterans Memorial Drive
Cape Girardeau, MO 63701
Phone: 573-290-5870
Fax: 573-290-5909

Mexico Home

Cheryl Tolbert, Administrator
#1 Veterans Drive
Mexico, MO 65265
Phone: 573-581-1088
Fax: 573-581-5356

Mt. Vernon Home

Don Long, Administrator
1600 S. Hickory
Mt. Vernon, MO 65712
Phone: 417-466-7103
Fax: 417-466-4040

St. James Home

Patty Faenger, Administrator
620 N. Jefferson
St. James, MO 65559
Phone: 573-265-3271
Fax: 573-265-5771

St. Louis Home

Jim Richey, Administrator
10600 Lewis & Clark Blvd.
St. Louis, MO 63136
Phone: 314-340-6389
Fax: 314-340-6379

Warrensburg Home

Bill Willet, Administrator
1300 Veterans Road
Warrensburg, MO 64093
Phone: 660-543-5064
Fax: 660-543-5075

Cemeteries Program

Bloomfield Cemetery

Ken Swearengen, Director
17357 Stars & Stripes Way
Bloomfield, MO 63825
Phone: 573-568-3871
Fax: 573-568-3421

Higginsville Cemetery

Jess Rasmussen, Director
20109 Business Highway 13
Higginsville, MO 64037
Phone: 660-584-5252
Fax: 660-584-9525

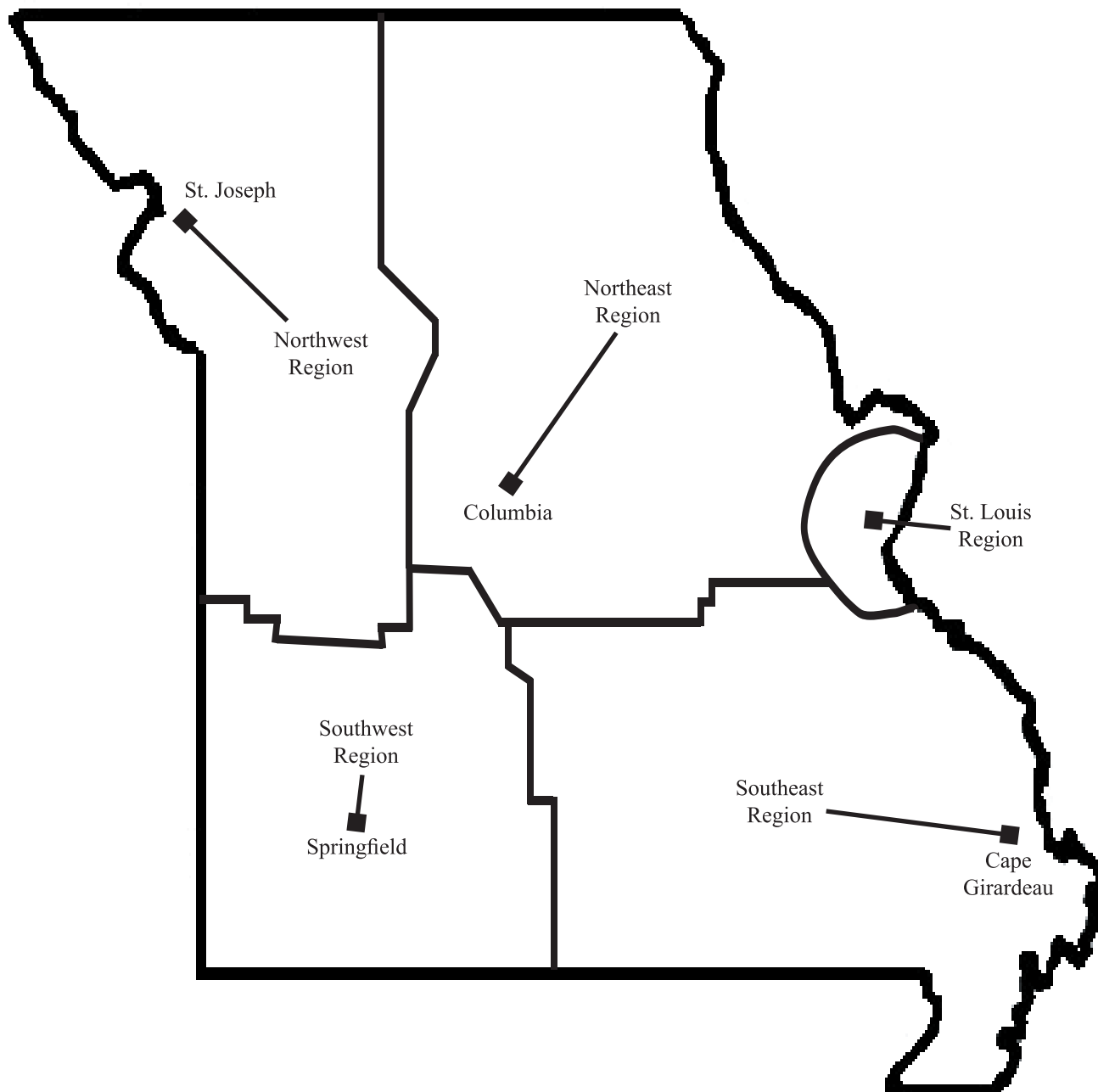
Jacksonville Cemetery

Jerry Quigley, Director
1479 County Road 1675
Jacksonville, MO 65260
Phone: 660-295-4237
Fax: 660-295-4259

Springfield Cemetery

Chuck Wooten, Acting Director
5201 South Southwood Road
Springfield, MO 65804
Phone: 417-823-3944
Fax: 417-823-0252

Service to Veterans Program



*“...facilitating timely, quality benefits
administration.”*

Through the Service to Veterans Program, Veterans Service Officers and Assistants provide counseling and assistance to thousands of veterans and their dependents throughout the state. Not only do these trained professionals counsel veterans on what VA and State Veterans Benefits are available, but also complete and submit claim applications with all necessary documentation.

Veterans benefits for which assistance is provided include, but are not limited to:

- Application for Compensation
- War-time Pension
- Education and Training
- Vocational Rehabilitation and Employment
- VA Health Care eligibility
- Home Loan Guaranty
- Life Insurance
- Burial Benefits and Survivor Benefits (Dependency and Indemnity Compensation and Death Pension)
- Education and Home Loan Guarantees
- Any other VA benefits and/or those offered by the State.



Veterans Service Officers also provide assistance in locating proof of service such as military medical and service records, birth and death certificates, and other documentation needed to file claims for veteran benefits.



The Service Officers are also available for any follow-up work necessary with the Department of Veterans Affairs to obtain the maximum amount of benefits due any eligible veteran and/or dependent. Veterans Service Officers and Assistants are thoroughly trained and knowledgeable in all areas of veterans benefits.



Veterans Service Offices are located in almost every county to make services available to veterans close to their homes. Veterans Service Officers and Assistants are also available to groups interested in veterans benefits. These qualified personnel may give presentations and instruction regarding the benefits which veterans may be eligible as a result of military service in the U. S. Armed Forces.



The Commission has twenty-seven Service to Veterans home offices located in Cameron, Cape Girardeau, Carthage, Columbia, Farmington, Ft Leonard Wood, Hannibal, Jefferson City, Joplin, Kansas City, Kennett, Kirksville, Lebanon, Maryville, Mexico, Mt Vernon, Overland, Poplar Bluff, St Charles, St James, St Joseph, St Louis, Sedalia, Sikeston, Springfield, Warrensburg and West Plains. There are also ninety-eight Satellite Offices located throughout the State.



The Service to Veterans Program is operated by a Director, five Veteran Service Supervisors, thirty-one Veteran Service Officers/Veterans Service Assistants and ten clerical staff.



During Fiscal Year 2005, the service officers and assistants in the Service to Veterans Program participated in thirteen Veterans Benefits Supermarkets that were held around the state, providing information on benefits and assistance with claims for over 2,240 veterans who attended these supermarkets.



Service officers and assistants also answered inquiries generated by the toll free line, manned booths at various county and regional fairs as well as the Missouri State Fair, and made presentations on veterans benefits at numerous locations around the state in addition to their regular duties. The service officers prepared 21,019 veterans forms and added 4,472 new clients to the veterans database in FY 2005.

The Service to Veterans Program participates in the Employee of the Month Program by recognizing employees for outstanding service and awarding certificates to Employees of the Quarter and Employee of the Year.



Dennis Knolte
Employee of the Year 2004



Ken Gore
Employee of the Year Honorable Mention 2004

Shawna Rogers
Employee of the Year
Honorable Mention 2004
Employee of the Quarter
Fourth Quarter 2004



Not pictured:
Marquis Schultz
Employee of the Quarter
First Quarter 2005
Don Brown
Employee of the Quarter
Second Quarter 2005

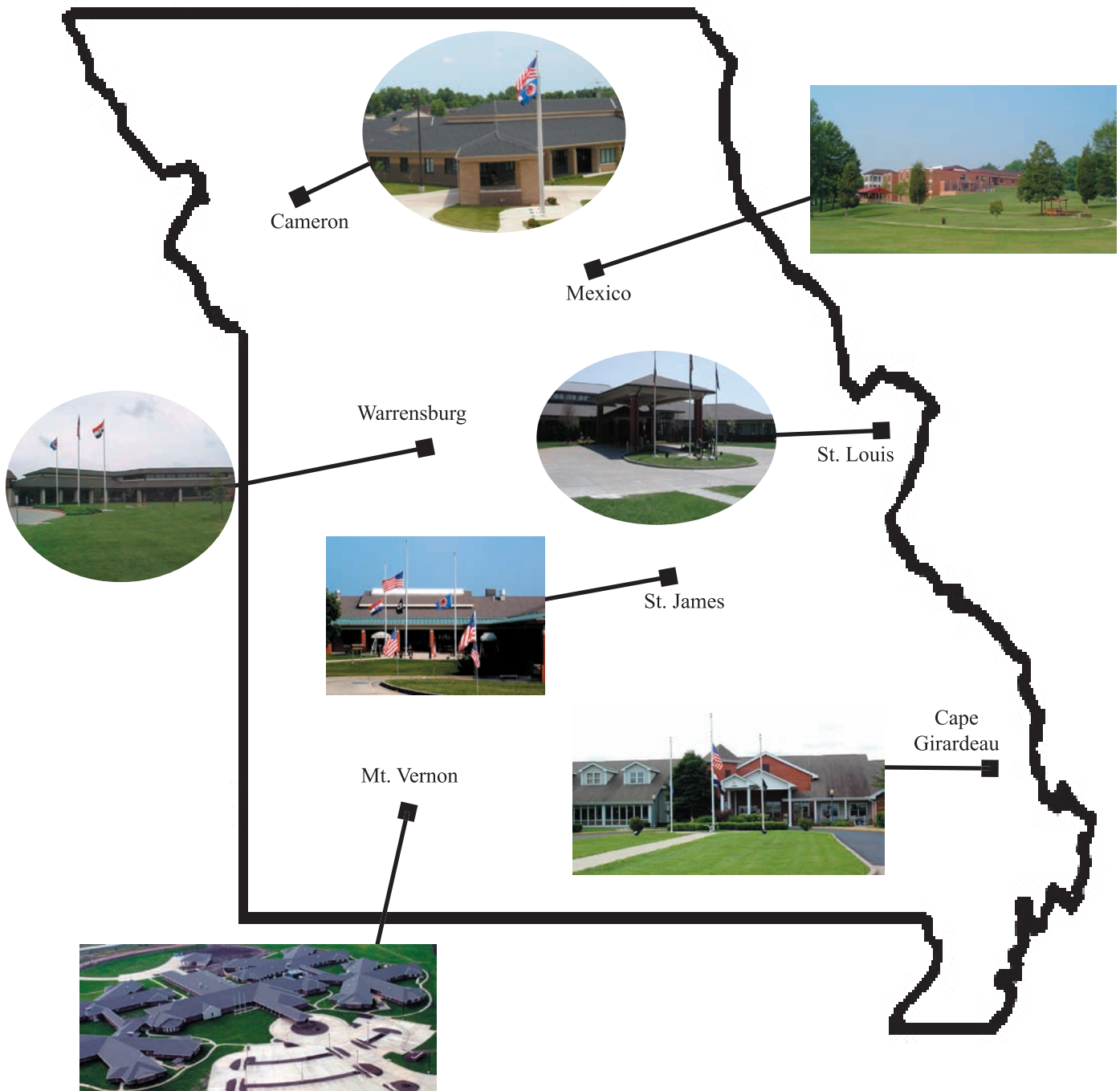


Pam Robbins
Employee of the Year Honorable Mention 2004



Doug Meyer
Employee of the Quarter Third Quarter 2004

Homes Program



“...providing high quality nursing home care to disabled Veterans.”

During Fiscal Year (FY) 2005 Missouri's seven State Veterans Homes continued to improve upon the Missouri Veterans Commission mission, "To honor and serve the Veterans whose dedication and sacrifice have preserved our nation and its freedoms" by:

- Maintaining the high quality care standards which have become the Homes Program's trademark.
- Accomplishing growth in total number of Veterans served, bed capacity and several other key areas.

The pictures accompanying these pages tell part of these stories from the past year. In addition to these pictures are the facts behind them.



During FY 2005 the Homes Program cared for 1,568 special Americans, our country's Veterans. This total accounted for an 85% overall occupancy rate.



For the Program's most valued resource, the approximately 1,300 employees, the story includes daily dedication by these great employees as they care for our Veterans – America's Heroes - living in Missouri.



The Homes Program successfully held its 5th Annual Certified Nursing Assistant (C.N.A.) Day in Jefferson City. This program recognizes the very best of the Homes' Certified Nursing Assistants with a day of leadership training, awards and team building fun.

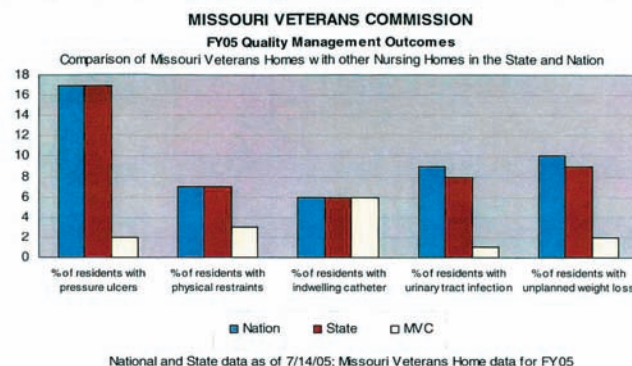
The Homes Program, through its valued employees, maintained its reputation for providing high quality skilled nursing care to America's Heroes in the following areas:



Resident and Family Member Annual Satisfaction Surveys exceeded 92% satisfaction ratings. These surveys are designed to measure overall resident and family member satisfaction with nursing care, dietary, environmental and related services. For another year the surveys validated that overall, our Veterans and their family members trust and are satisfied with the employees and resources of each State Veterans Home more than any other care setting option.



Employee of the Month & Year and Quality Management Recognition Awards were provided to deserving staff across all departments at each State Veterans Homes throughout the year. These awards programs are conducted to allow for timely peer and management team recognition of exceptional performance by Homes Program employees. Two of our employees were honored with the Department of Public Safety Employee of the Month award and one went on to be the State Employee of the Month in April.



Clinical care outcomes in several critical care areas continued to surpass national standards. These key areas include: Pressure Ulcers, Physical Restraint Use, Indwelling Catheters, Urinary Tract Infections and Unplanned Weight Loss.



All seven homes received deficiency-free surveys from the Department of Veterans Affairs.



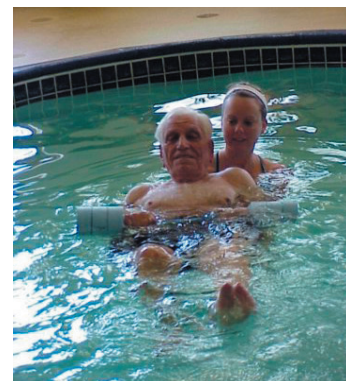
While repeating the exceptional Veteran resident satisfaction, care and employee recognition outcomes, the Homes Program achieved a program growth milestone during the year in regards to record levels of community involvement for all seven State Veterans Homes.



The seven State Homes also provide monthly and annual Volunteer recognition activities to ensure that these very special members of each Homes civic community are recognized for their selfless donations of time and material resources to our Veterans.



Each Home partners with local Veterans Service Organizations, civic groups and private citizens through its Volunteer Services department and Veterans Assistance Leagues. In FY 2005, these partnerships amassed over 134,569 volunteerism hours, an increase of 7,813 hours over the previous year. Cash donations, including fund raising proceeds used to provide capital items and programming supplies, totaled \$663,849.00.



For the coming year, Fiscal Year 2006, the Homes Program will continue to maintain its reputation for high quality skilled nursing care to America's Heroes. While accomplishing this goal, the Homes Program will also aggressively pursue efficient operating practices and the resources necessary to reach 97% capacity for its total 1,350 operating beds.

Cemeteries Program



“...providing a final resting place with honor and compassion.”

Recognizing that there was not enough available space in the national cemeteries located in Missouri to meet the needs of our veterans, the Missouri Veterans Commission entered into partnership with the National Cemetery Administration to create a system of state veterans cemeteries.



It is in this setting that a visitor will find many poignant reminders of the service and sacrifices made by our veterans and their families. Certainly these stones are a solemn commemoration of each generation's contribution to the security of our nation.



In January 2000, the veterans cemeteries at Springfield and Higginsville began interments. These were followed by the construction of veterans cemeteries at Bloomfield and Jacksonville, with interments at those locations beginning in October 2003. The planned establishment of a fifth veterans cemetery at Ft. Leonard Wood will accomplish the goal of providing reasonable access to a veterans cemetery within Missouri for all our veterans and their dependent family members.



It is our mission and goal to provide service and honor to those who have given so much of themselves in the defense of this nation and its many freedoms. By providing interment services with dignity, compassion, and efficiency we acknowledge the debt we owe to our veterans and their families.

This year saw the end of an era with the death of the last surviving World War I veteran in Missouri, Fred E. Robb, who was interred in the Springfield Missouri Veterans Cemetery.



The Missouri Veterans Commission's cemetery program is a direct reflection of our belief that we have a sacred obligation to perpetually honor those who have served our nation so faithfully.



In meeting this obligation the following benefits are provided at no cost to Missouri veterans and their eligible family members:

- Grave space
- Opening and closing
- Grave liner
- Upright granite marker
- Full military honors for the veteran
- Perpetual care



Those who choose cremation have the option of either in-ground burial or placement within the columbarium wall.



The carefully tended grounds and precisely aligned grave markers signify a place of honor and remembrance.



The solemn dignity of the veterans cemeteries is periodically reinforced by the sound of rifle volleys and the playing of Taps.



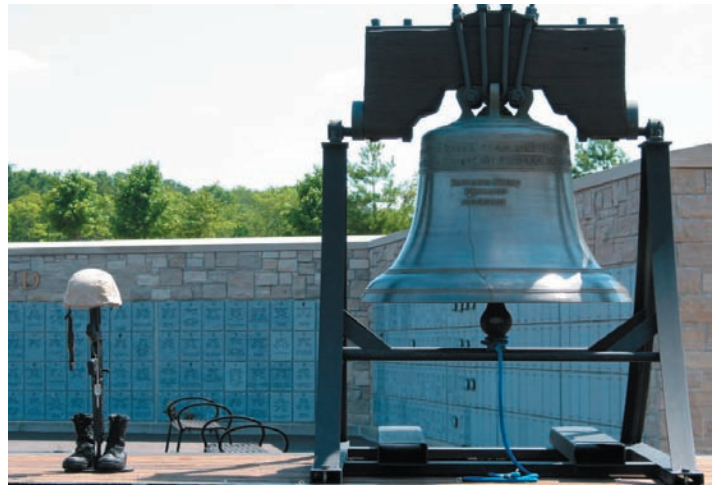
A walk among the upright granite headstones will reveal inscriptions commemorating service from all our nation's wars and conflicts of the 20th century to the present period of our history.



The eligibility criteria for interment in a Missouri State Veterans Cemetery is as follows:

- The veteran must have resided in Missouri for a minimum of 180 days at some period of his or her life.
- The veteran must have been separated or discharged from active duty under conditions other than dishonorable and must have completed the required period of service as defined by federal law for benefit purposes.
- Reservists or members of the National Guard who are eligible for retired pay as a result of 20 years creditable service are entitled to interment in a Missouri State Veterans Cemetery.
- U.S. citizens who served in the armed forces of a government allied with the United States may also be eligible for burial in a Missouri State Veterans Cemetery.

Note: Any veteran convicted of a federal or state capital crime is barred from burial in a Missouri State Veterans Cemetery. This prohibition also includes those veterans who commit capital crimes but avoid conviction due to death or flight.



Since the first burial in a Missouri State Veterans Cemetery in January 2000, the program has continued to develop and expand. Among the 30 states nationwide that have a veterans cemetery program, Missouri ranks ninth in annual interments. 3,056 veterans and their dependents have been interred within our veterans cemeteries. Another 11,095 have made formal application for future burial.



Commission Ombudsman



Since 9-11-2001, approximately 16,000 men and women have been called to active duty in the National Guard and the Reserve components. This has created serious economic hardship for many of those called to active duty and their dependents. The Missouri Veterans Commission created the Ombudsman Program in order to assist those individuals by helping to identify sources of support – federal, state and private.



The Ombudsman has participated in the creation of a National Coalition of Military Donors (such as the VFW Unmet Needs Program, Coalition to Salute America's Heroes, USA Cares, Stan the Man Foundation, Operation First Response, Operation Second Chance, Wings of Hope, Wounded Soldier, Operation Family Fund and Fallen Patriots) to provide financial support to those in need. Through these efforts over \$190,000 was provided from private sources to support Missouri's veterans (and their dependents) involved in the ongoing Global War on Terrorism. In addition, many veterans were referred to Veterans Service Officers for assistance in receiving VA benefits for which they were eligible.



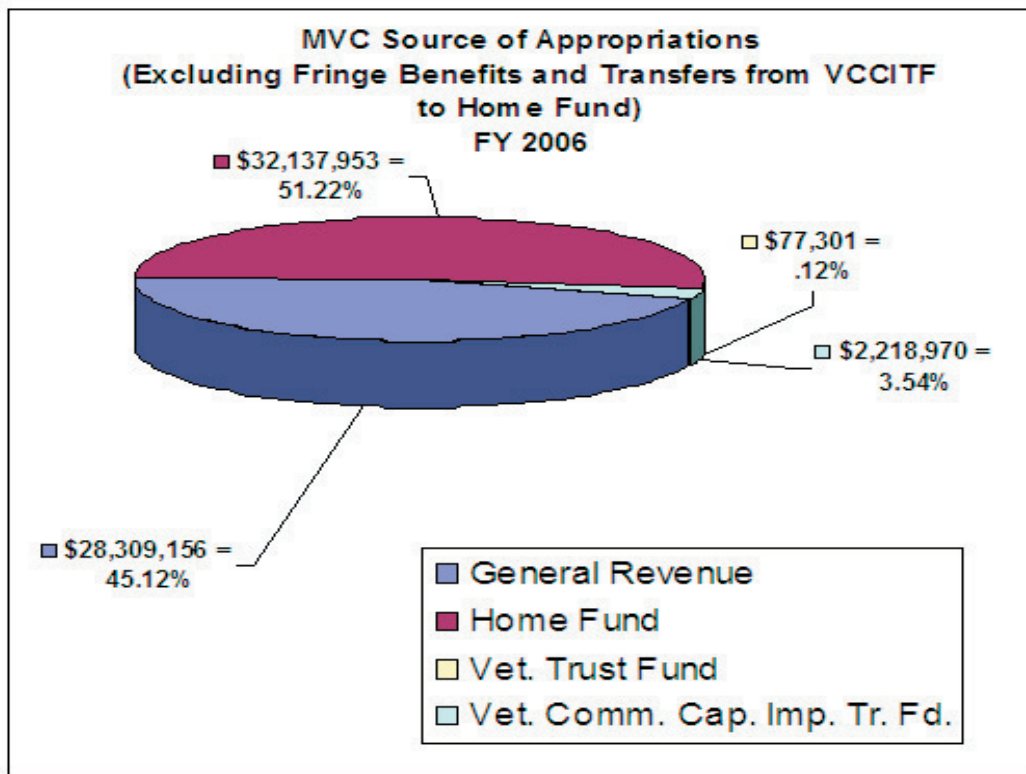
The Commission Ombudsman has worked with Medical Holdover units at Ft. Leonard Wood, National Guard Family Assistance Centers throughout Missouri, Whiteman Air Force Base, Veterans Service Organizations, MU Extension Service, the Federal Department of Veterans Affairs, the Pentagon and the National Guard to create a support infrastructure.



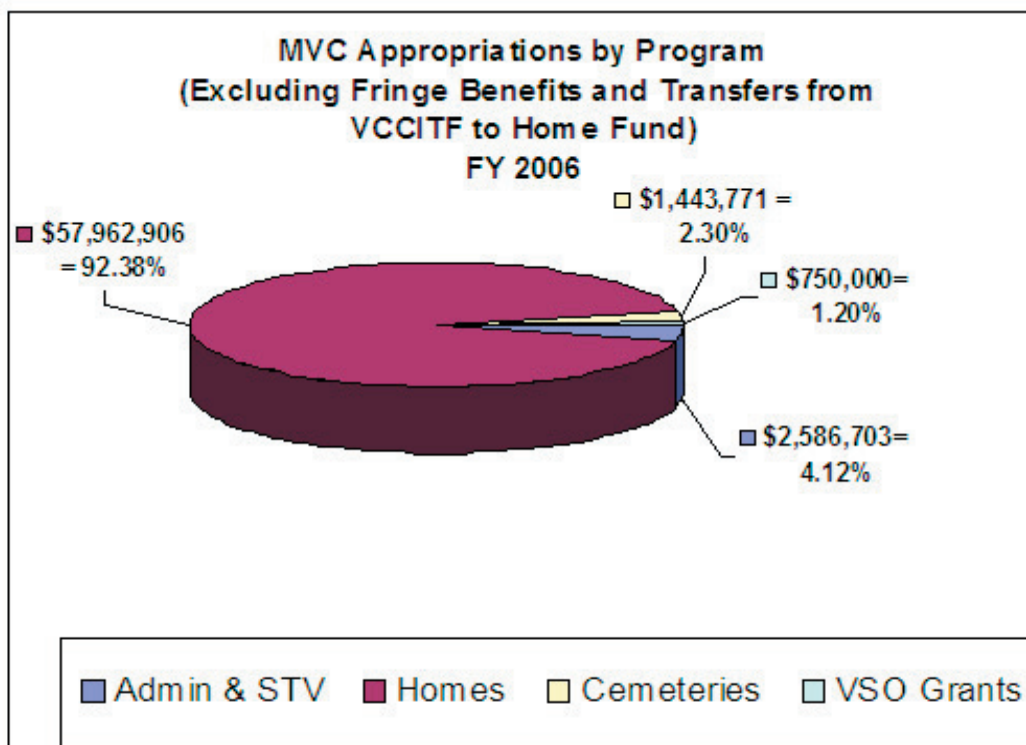
Budget and Funding



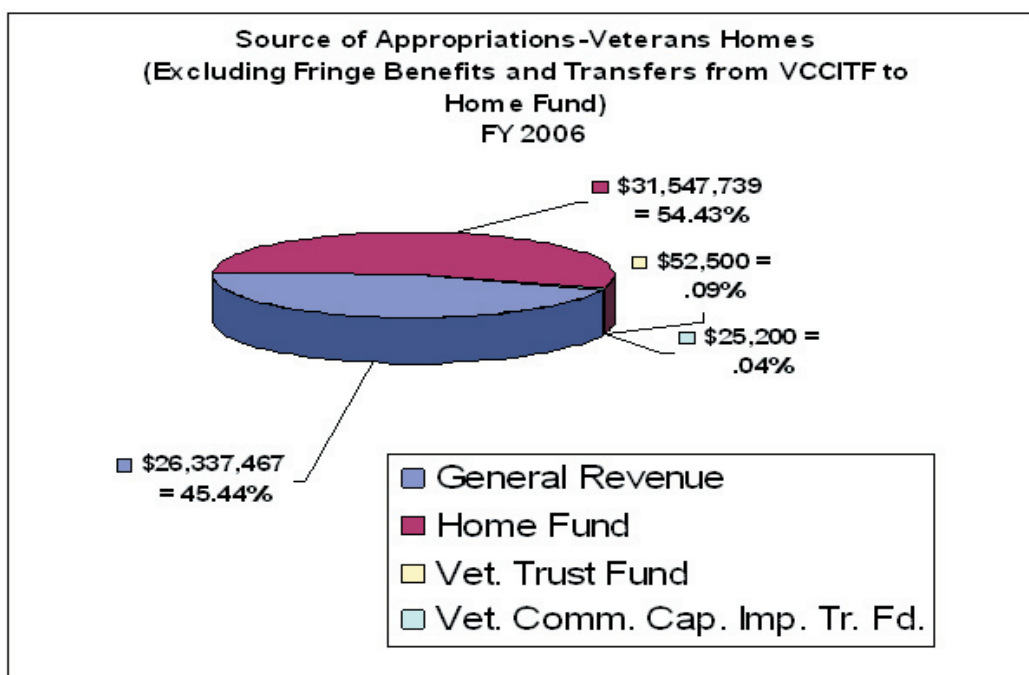
The Missouri Veterans Commission is funded by five separate sources: General Revenue, Home Fund, Veterans Commission Capital Improvements Trust Fund, Veterans Trust Fund, and Federal Funds.



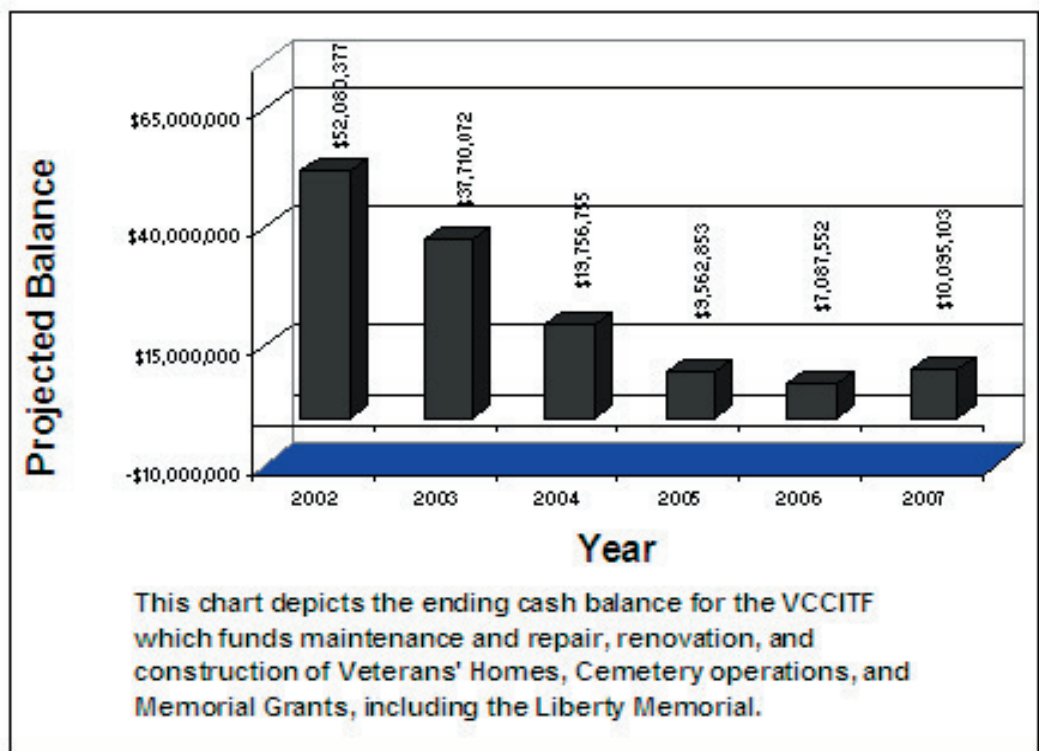
General Revenue is a source of funding for the Homes Program, Service to Veterans Program and Central Office operations.



The Home Fund is the primary source of funding for the Missouri Veterans Homes and is a combination of monies received from the residents living in the home and per diem reimbursements from the Federal Department of Veterans Affairs.



The source of funding for the Veterans Commission Capital Improvements Trust Fund (VCCITF) is transfers from the Gaming Commission Fund for the operation of the four cemeteries, and the maintenance, repair, renovation and construction projects at the seven veterans homes.



Federal funds supplement the construction of the homes and cemeteries. Federal funds are based on grants which fund a percentage of the total cost of the project. For example, construction of the last two cemeteries were funded 100% from federal grants as was the new columbarium wall at the Springfield Cemetery. Capital projects for the homes are typically funded at 65% federal and 35% state share of the total construction cost.

The Veterans Trust Fund is a charitable fund that receives donations from businesses, individuals or through your income tax form check-off box. These funds can be used across the Commission.

**Veterans Trust Fund
Statement of Receipts and Disbursements
Fiscal Year 2005**

Beginning Balance	\$406, 707
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Receipts

Tax Check-Off	\$65, 683
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Direct Donations	\$4,891
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Interest Income	<u>\$8,322</u>
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Total Receipts	\$78,896
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Disbursements

Professional Development	\$49,571
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Travel	\$6,492
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Printing, Advertising, & Publications	\$2,519
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Veterans Benefits Awareness Program	\$5,812
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Promotional Supplies	\$7,137
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Transfers	<u>\$1,510</u>
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Total Disbursements	\$73,041
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Ending Balance	\$412,562
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United States Department of Veterans Affairs



<http://www.va.gov>

Mission Statement

“To care for him who shall have borne the battle and for his widow and his orphan.”

These words, spoken by Abraham Lincoln during his Second Inaugural Address, reflect the philosophy and principles that guide VA in everything we do, and are the focus of our endeavors to serve our Nation’s veterans and their families.

Vision

We will strive to meet the needs of the Nation’s veterans and their families today and tomorrow by: (1) becoming an even more veteran-focused organization, functioning as a single, comprehensive provider of seamless service to the men and women who have served our Nation; (2) cultivating a dedicated VA workforce of highly skilled employees who understand, believe in, and take pride in our vitally important mission; (3) continuously benchmarking the quality and delivery of our service with the best in business and use innovative means and high technology to deliver world-class service; and (4) fostering partnerships with veterans organizations, the Department of Defense and other federal agencies, state and local veterans organizations, and other stakeholders to leverage resources and enhance the quality of services provided to veterans.

Core Values

President Lincoln’s words guide VA today. The men and women of VA are dedicated to fulfilling the Department’s mission and vision and they commit their abilities and energy to continue the rich history of providing for those that have served America. In doing so, we will strive to uphold a set of core values that represent the basic fabric of our organizational culture.

These core values are commitment, excellence, people, communication, and stewardship



United States Department of Veterans Affairs



Missouri Contacts and Locations

VA Regional Office

400 South 18th Street
St. Louis, MO 63103
Phone: 1-800-827-1000

VA Medical Centers

800 Hospital Drive
Columbia, MO 65201
Phone: 1-573-814-6000

915 N. Grand Blvd.
St. Louis, MO 63106
Phone: 1-314-652-4100

VA Community Based Outpatient Clinics (CBOC)

17140 Bel-Ray Place
Belton, MO 64012
Phone: 1-816-922-2161

600 N. Main
Mt. Vernon, MO 65712
Phone: 1-417-466-0118

2420 Veterans Memorial Dr.
Cape Girardeau, MO 63701
Phone: 1-573-339-0909

322 Prewitt
Nevada, MO 64772
Phone: 1-417-448-8905

246 E. Highway 54
Camdenton, MO 65020
Phone: 1-573-317-1150

7 Jason Court
St. Charles, MO 63304
Phone: 1-636-498-1113

1111 Euclid
Cameron, MO 64429
Phone: 1-816-861-4700

620 N. Jefferson
St. James, MO 65559
Phone: 1-573-265-0448

715 Maple Valley Dr.
Farmington, MO 63640
Phone: 1-573-760-1365

1011B E. St. Maartens Dr.
St. Joseph, MO 64506
Phone: 1-800-952-8987,
ext. 6925

4801 Linwood Blvd.
Kansas City, MO 64128
Phone: 1-816-861-4700

1 Jefferson Barracks Drive
St. Louis, MO 63125
Phone: 1-314-652-4100

1500 N. Westwood Blvd.
Poplar Bluff, MO 63901
Phone: 1-573-686-4151

National Cemeteries

Jefferson Barracks
National Cemetery
2900 Sheridan Road
St. Louis, MO 63125
Phone: 314-260-8720

Springfield
National Cemetery
1702 E. Seminole St.
Springfield, MO 65804
Phone: 1-417-881-9499

Jefferson City
National Cemetery
1024 E. McCarty St.
Jefferson City, MO 65101
Phone: 1-314-260-8720

126 Missouri Avenue
Ft. Leonard Wood, MO 65473
Phone: 1-573-329-8305

10600 Lewis & Clark Blvd.
St. Louis, MO 63136
Phone: 1-314-388-0470

1109 East Patterson
Kirksville, MO 63501
Phone: 1-660-627-8387

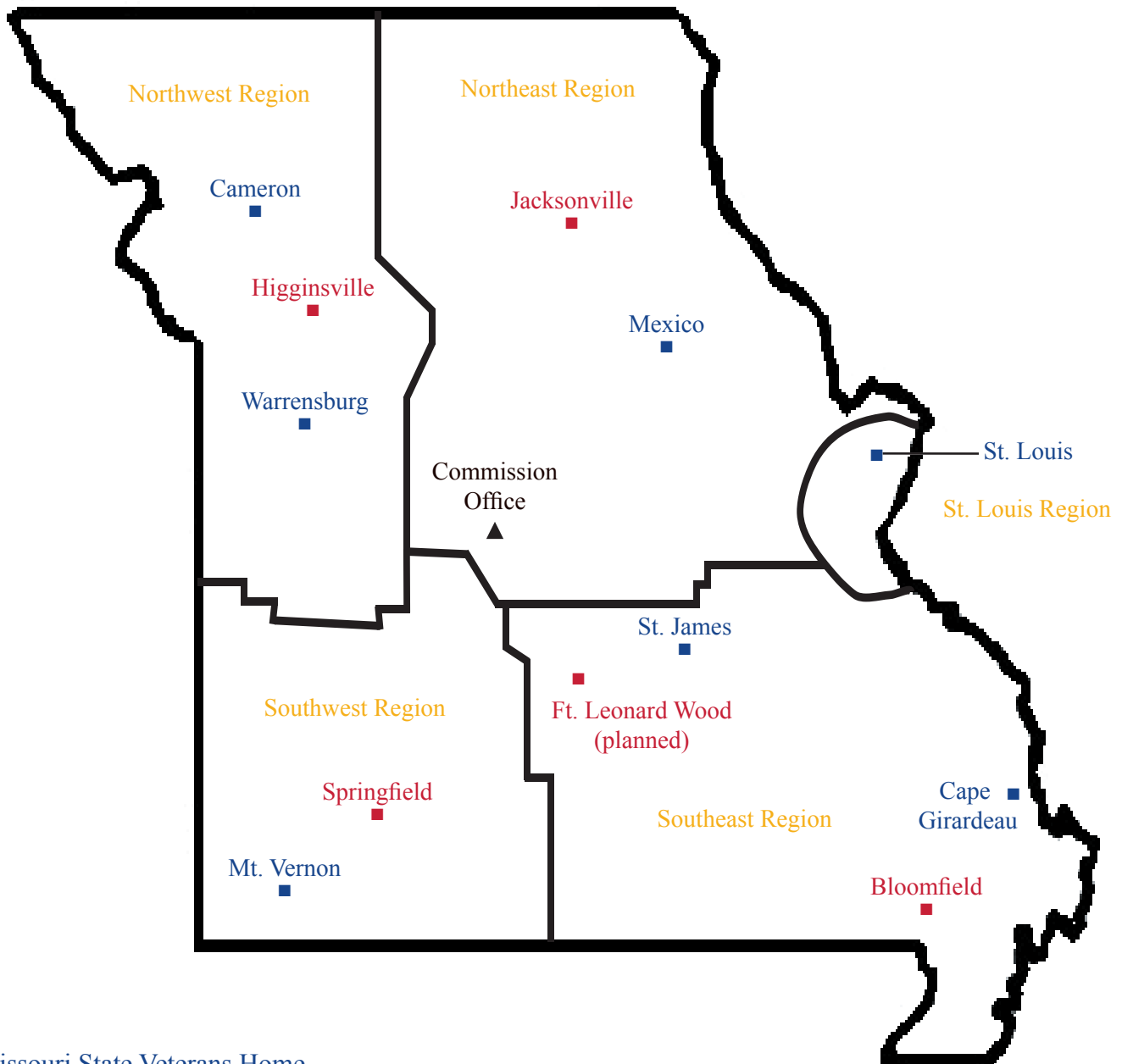
1300 Veterans Road
Warrensburg, MO 64093
Phone: 1-660-747-3864

One Veterans Drive
Mexico, MO 65265
Phone: 1-573-581-9630

1211 Missouri Ave.
West Plains, MO 65776
Phone: 1-417-257-2454

Important Phone Numbers

VA Benefits	1-800-827-1000
Health Benefits	1-877-222-8387
Education Benefits	1-888-442-4551
Life Insurance	1-800-669-8477
Mammography Hotline	1-888-492-7844
TDD	1-800-829-4833
CHAMPVA	1-800-733-8387
Headstones & Markers	1-800-697-6947
Special Health Issues: Agent Orange, Gulf War, etc.	1-800-749-8387



Missouri State Veterans Home
Missouri State Veterans Cemetery
Service To Veterans Region

Missouri Veterans Commission
Jefferson Building, 12th Floor
P.O. Drawer 147
Jefferson City, MO 65102-0147
573-751-3779
www.mvc.dps.mo.gov